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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application of:

McIlwaine et al.

Serial No.: 10/785,543

Filed: February 24, 2004

For: Method and System for Delivery of
Individualized Training to Call Center Agents)

) Examiner: Matar, Ahmad

) Art Unit: 2642

) Confirmation No. 8142

INFORMATION DISCLOSURE STATEMENT

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. Applicants have not enclosed a copy of any cited U.S. patents or U.S. patent application publications. Applicants have enclosed a copy of each cited foreign patent document and non-patent literature.

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Respectfully submitted,

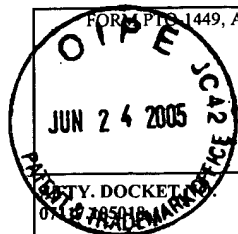
Robert T. Neufeld
Reg. No. 48,394

King & Spalding LLP
191 Peachtree Street, N.E., 45th Floor
Atlanta, GA 30303
404.572.4600
K&S Docket: 07117.105018 US CON
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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on June 22, 2005.

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FORM PTO 1449, Adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT***(Use several sheets if necessary)*

| | | |
|-------------------------------|--------------------------|----------------------------------|
| APPLICANT Mellwaine et al. | SERIAL NO. 10/785,543 | FILING DATE February 24, 2004 |
| APPLICANT Mellwaine et al. | | GROUP 2642 |

U.S. PATENT DOCUMENTS

| EXAMINER INITIAL | | DOCUMENT NUMBER | DATE | NAME | CLASS | SUBCLASS | FILING DATE IF APPROPRIATE |
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| AQ | |

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|----------|-----------------|
| EXAMINER | DATE CONSIDERED |
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